

**Compensation Board**  
**Survey of Customer Satisfaction**  
Fiscal Year 2003

**November 13, 2003**

## **I. Introduction**

The Compensation Board's Customer Satisfaction Survey for FY03 asked Principal Officers in each locality within Virginia how well the Compensation Board met their needs. Questions were asked about how satisfied they were with Staff Interactions and products, as well as how important these items were to them. Overall satisfaction was also surveyed as well as questions relating specifically to six different offices. There was a significant rewrite of the questionnaire undertaken for the FY00 survey and this year's survey maintained the same questions as found in the last three years. Like last year's survey, the FY03 survey was conducted solely through the agency's website.

## **II. Survey Responses**

We asked how satisfied the principal officers were with various functions of the Compensation Board. We also asked how each Officer rated the importance of each function. These functions were grouped into two categories: Staff Interactions and Products.

## **III. Overall Satisfaction**

We compared the FY03 responses to those from FY02. The highest satisfaction rate came from Sheriff's offices. In the offices of Commonwealth's Attorneys, Clerks and Treasurers there was significant improvement with each of the FY03 responses registering greater than a "4" (Somewhat Satisfied) with a "5" being Very Satisfied. Overall satisfaction increased slightly in every office in FY03.

## **V. Satisfaction and Importance**

Section A asked how satisfied the principal officers were with various functions of the Compensation Board. It also asked how each Officer rated the importance of each function. These functions were grouped into two categories: Staff Interactions and Products

- The Satisfaction and Importance Items Are Listed in Charts 3, 4 and 5. For each item listed the mean is shown. This mean is based upon a five-point scale ranging from 1 to five, 1 being defined as "Very Dissatisfied" and 5 being defined as "Very Satisfied".
- The questions are broken down by satisfaction and importance levels and compared to the levels received in the FY03 questionnaire.

## **VI. Open Ended Questions/Comments**

Reviews of the statements submitted in this section were remarkably consistent across all offices. Again this year we received numerous requests for SNIP training: *Refresher courses on SNIP*, is typical of the statements. There were also numerous requests to continue Lawful Employment training: *We need additional Lawful Employment classes and classes for deputies, and larger classes*. Finally, in terms of training needs, we note an increase in requests for “budget” training with emphasis on how to maximize their Compensation Board budget and how to successfully build and negotiate budgets with their localities.

**Sheriffs:**

*Sheriffs would like to see a class/session on overall operation of sheriff's office, to include suggestions for office procedures such as, a review of the operating budget categories, transfer options, etc. as well as general records management, bookkeeping, etc.*

**Regional Jail Superintendents:**

*Regional Jail Superintendents requested more jail cost report training.*

**Commonwealth's Attorneys:**

*The Commonwealth's Attorneys made no requests for additional training or services. They made several positive comments about their satisfaction of current CB services.*

**Circuit Court Clerks:**

*Clerks had funding concerns and requested training on how to “move bills through the General Assembly”.*

**Treasurers:**

*Treasurers requested budget and SNIP training, as well as new officer training.*

**Commissioners of the Revenue:**

*Commissioners requested “budget workshops”.*

**VII. Agency-Specific Questions**

Section D asks specific questions that relate only to a particular office. The purpose of the questions differed from office to office. Officers were asked about the satisfaction of certain programs in their office and whether or not other specific programs had been implemented.

- The agency-specific questions are grouped into two types for the purposes of presentation. The first type includes those items related to usefulness, helpfulness and satisfaction. These items are found in Table 1 also included with the mean values of each question is the actual number of people who responded to the question (N).
- The second type of Agency Specific questions, found in Table 2 consists of primarily ‘Yes’ or ‘No’ responses. Again, the actual number of people who answered the question (N) is included.

A review of the responses to these questions indicates general satisfaction with products and services the Board provides to individual offices.

### **VIII. Respondent Demographics**

Section E asked who completed the questionnaire: the principal officer or another member of the staff. The respondent was also asked how long he/she had been employed in the office for which they presently work. Lastly, the respondent was asked to list any additional comments they may have about the survey.

### **IX. Response Rates**

- The response rates by office for fiscal year 2003 varied substantially. Sheriffs responded at the highest rate of 95% followed by the Treasurers responding at the rate of 75.56%, the Regional Jails at 72.22%, Commissioners of the Revenue at 71.32%, the Clerks of the Circuit Court at 66.12%, and finally the lowest response rate came from the Commonwealth's Attorneys at 54.92%.

### **X. FY02 Action Plan Results**

- 1) Initially, we had stated that we would redesign the survey instrument prior to the FY03 cycle. We did not make this change since planned changes (by FY05) will result in changes to most if not all procedures (development of COIN, change in Staffing Standards, Pay Practice Changes) as well as unplanned changes such as budget constraints. All additional training requests were delayed due to budget constraints. However, we did include staff auditors in our regular jail cost report training this year to help them better understand canteen funding issues. It was suggested that we provide an easier and less confusing method to calculate the Cafeteria Plan. The Cafeteria Plan will be addressed with upcoming changes and development of COIN.

## **XI. FY03 Action Plan**

Analysis of this year's responses led Compensation Board staff to propose the following enhancements to improve customer satisfaction: Provide additional spaces for Lawful Employment Training (if funding allows), investigate the possibility of "partnering" with associations for upcoming training needs, offer training in different geographic locations (such as Southwest Virginia) if funding allows, offer and market ongoing SNIP/COIN and LIDS training being offered in-house by adding pop-up messages or broadcast messages offering training by technicians upon request, and finally, look for conveniently located training facilities to eliminate the need for using the 8<sup>th</sup> Street Building basement.

It is also recommended that the Compensation Board ensure clarity and simplicity in all data presentations and instructions so that they are easily understood and recognized by all audiences.

Again this year we note many comments on the Board's training program requesting either refresher SNIP training or SNIP/COIN training for newly hired staff of Constitutional Officers.

For the purpose of meeting our commitment to improve performance measures, we need to ensure that constitutional officers are aware of the E-Docket feature that is available for their use via our website.

## APPENDIX A SURVEY QUESTIONS

### SECTION A: ***SATISFACTION AND IMPORTANCE***

**Instructions:** Please evaluate the Compensation Board on the following service activities over the last fiscal year (July 2002 – June 2003).

A) Using the 1-5 scale on the left, rate your satisfaction with each service activity by circling the appropriate number.

B) Using the 1-5 scale on the right, rate the importance of each service activity by circling the appropriate number.

		Satisfaction					Importance					
SERVICE ACTIVITY		Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Not at all Important	Of Little Importance	Somewhat Important	Very Important	Extremely Important	
Staff Interactions												
{S1A}	Responding to requests from my office promptly.	1	2	3	4	5	1	2	3	4	5	{S1B}
{S2A}	Responding to requests from my office with appropriate information.	1	2	3	4	5	1	2	3	4	5	{S2B}
{S3A}	Providing assistance in solving problems that require attention by my office.	1	2	3	4	5	1	2	3	4	5	{S3B}
{S4A}	Knowledge of Board policies and procedures.	1	2	3	4	5	1	2	3	4	5	{S4B}
{S5A}	Effectiveness in troubleshooting problems with SNIP and the online budget system.	1	2	3	4	5	1	2	3	4	5	{S5B}
Products												
{P1A}	Providing an Operating Manual (available May 1, 2000) that clearly states Board Policy.	1	2	3	4	5	1	2	3	4	5	{P1B}
{P2A}	Presenting Budget Estimates (available on March 27, 2000) in an understandable fashion.	1	2	3	4	5	1	2	3	4	5	{P2B}
{P3A}	Producing Fiscal Year Budgets (available May 1, 2000) that are understandable and readable.	1	2	3	4	5	1	2	3	4	5	{P3B}
{P4A}	Effectiveness of SNIP in handling routine payroll and expense reimbursements.	1	2	3	4	5	1	2	3	4	5	{P4B}

	Satisfaction					Importance				
SERVICE ACTIVITY	Very Dissatisfied	Somewhat Dissatisfied	Neutral	Somewhat Satisfied	Very Satisfied	Not at all Important	Of Little Importance	Somewhat Important	Very Important	Extremely Important
Liaison Functions										
Allocating funds approved by the General Assembly in a fair and reasonable manner.	1	2	3	4	5	1	2	3	4	5
Applying Board policies in a consistent way.	1	2	3	4	5	1	2	3	4	5
Proactiveness of Compensation Board in addressing issues affecting my office.	1	2	3	4	5	1	2	3	4	5
Effective training sessions and/or conference presentations.	1	2	3	4	5	1	2	3	4	5
Usefulness of the Compensation Board's website.	1	2	3	4	5	1	2	3	4	5

## SECTION B: OVERALL SATISFACTION

B1. Overall, how satisfied are you with all services provided by the Compensation Board over the last year (July 2002-June 2003)?

- 1 Very Dissatisfied
- 2 Somewhat Dissatisfied
- 3 Neutral
- 4 Somewhat Satisfied
- 5 Very Satisfied
- 9 *Don't Know / No Opinion*

B2. Compared with the 2001=2002 fiscal year, has your overall level of satisfaction with the Compensation Board increased, decreased, or remained the same?

1 Increased

2 Decreased

3 Remained the Same

9 Don't Know / No Opinion

**SECTION C: OPEN-ENDED QUESTIONS**

C1. Is there any additional training that the Compensation Board might provide to assist you and your staff in improving the services delivered by your office?

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C2. List any additional services (aside from staff and money) that you believe the Compensation Board should provide. [Please limit your answer to the two most important services.]

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C3. What is the most important change that the Compensation Board could make to improve its current services?

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C4. Please list any additional comments you have regarding the Compensation Board, its staff, its products, and its services.

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## SECTION D: AGENCY-SPECIFIC QUESTIONS

D1. HOW SATISFIED ARE YOU WITH GERONIMO/CASEFINDER FOR MEETING YOUR OFFICE'S LEGAL RESEARCH NEEDS?

- 1 Very Satisfied
- 2 Somewhat Satisfied
- 3 Neutral
- 4 Somewhat Dissatisfied
- 5 Very Dissatisfied
- 9 *Don't Know / No Opinion*

D2. Do you have the CAREER PROSECUTOR PROGRAM in your office?

- 1 Yes →
- 2 No
- 9 *Don't Know*

D2b. How helpful has the CAREER PROSECUTOR PROGRAM been to your office?

- 1 Very Helpful
- 2 Somewhat Helpful
- 3 Not Helpful at all
- 9 *Don't Know / No Opinion*

D2c. Please explain why the CAREER PROSECUTOR PROGRAM has not been implemented in your office.


## SECTION E: *DEMOGRAPHICS*

E1. Was this questionnaire filled out by

- 1 Commonwealth's Attorney
- 2 Another member of the staff

E1b. How long have you been the Commonwealth's Attorney?

- 1 Less than one year
- 2 One to four years
- 3 Five to ten years
- 4 Ten or more years

E1c. How long have you been employed in the office for which you presently work?

- 1 Less than one year
- 2 One to four years
- 3 Five to ten years
- 4 Ten or more years

E2. Please list any additional comments you have regarding this survey.

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**APPENDIX B**  
**ADDITIONAL AGENCY SPECIFIC QUESTIONS**

**SECTION D: AGENCY-SPECIFIC QUESTIONS**

D3. How helpful has the Compensation Board's administration and support of the TECHNOLOGY TRUST FUND been for serving your constituents?

- 1 Very Helpful
- 2 Somewhat Helpful
- 3 Not Helpful at all
- 9 *Don't Know / No Opinion*

D4. Have you begun implementation of your land records automation plan?



- 1 Yes
- 2 No
- 9 *Don't Know*

D4b. I have delayed the automation of my office with TECHNOLOGY TRUST FUNDS because of:

- 1 Availability of funds
- 2 Delay with procurement
- 3 Lack of information from vendors
- 4 Other (Specify:)
- 9 *Don't Know / No Opinion*

## SECTION D: AGENCY-SPECIFIC QUESTIONS

D5. Do you have the MASTER OFFICER program in your office?

- 1 Yes  *Skip to D7*
- 2 No
- 9 *Don't Know*  *Skip to D7*

D6. Please explain why the MASTER OFFICER program has not been implemented in your office? [List up to two reasons.]

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D7. How helpful has the performance of the JAIL COST REVIEW process been to your office for managing jail costs?

- 1 Very Helpful
- 2 Somewhat Helpful
- 3 Not Helpful at all
- 9 *Don't Know / No Opinion*

D8. How useful are the management reports provided by LIDS?

- 1 Very Useful
- 2 Somewhat Useful
- 3 Not Useful at all
- 9 *Don't Know / No Opinion*

D9. Have you had at least one LIDS audit of your jail?

- 1 Yes
- 2 No  *Skip to Section E*
- 9 *Don't Know / No Opinion*

D10. How helpful are the LIDS audits for the financial administration of your jail?

1 Very Helpful

2 Somewhat Helpful

3 Not Helpful at all

9 *Don't Know / No Opinion*

## SECTION D: AGENCY-SPECIFIC QUESTIONS

D13. Do you have the MASTER DEPUTY program in your office?

1 Yes

2 No

9 *Don't Know*



D13b. Please explain why the MASTER DEPUTY program has not been implemented in your office? [List up to two reasons.]

D14. Does your office operate a local jail facility (i.e., not a regional jail)?

1 Yes

2 No



***Skip to Section E***

D15. How helpful has the performance of the JAIL COST REVIEW process been to your office for managing jail costs?

1 Very Helpful

2 Somewhat Helpful

3 Not Helpful at all

9 *Don't Know / No Opinion*

D16. How useful are the management reports provided by LIDS?

1 Very Useful

2 Somewhat Useful

2 Not Useful at all

9 *Don't Know / No Opinion*

D17. Have you had at least one LIDS audit of your jail?

1 Yes

2 No —————▶ *Skip to Section E*

9 *Don't Know*

D18. How helpful are the LIDS audits for the financial administration of your jail?

1 Very Helpful

2 Somewhat Helpful

3 Not Helpful at all

9 *Don't Know / No Opinion*

## Appendix C

**Table 1 Mean of Agency-Specific Questions**

	<u>Mean</u>	<u>N</u>
<b>Commonwealth's Attorneys</b>		
D1 Sat. with Geronimo-Casefinder	4.39	67
D2b Helpfulness of Career Prosecutor Program	1.70	30
<b>Clerks of the Circuit Court</b>		
D3 Helpfulness of Technology Trust Fund	1.44	72
<b>Regional Jail Superintendents</b>		
D7 Helpfulness of Jail Cost Review	2.00	12
D8 Usefulness of LIDS Management Reports	3.85	13
D10 Helpfulness of LIDS Audits	1.17	12
<b>Sheriffs</b>		
D15 Helpfulness of Jail Cost Review	1.81	48
D16 Usefulness of LIDS Management Reports	1.31	49
D18 Helpfulness of LIDS Audits	1.42	48

### Legend

D1 and D8 measure general level of satisfaction and is based upon a five-point scale.

D2b, D3, D7, D10, D15 and D18 measure perceptions of helpfulness and are based upon a reverse three-point scale ("one" being the highest rating).

D16 measure perceptions of usefulness and are based upon a reverse three-point scale.



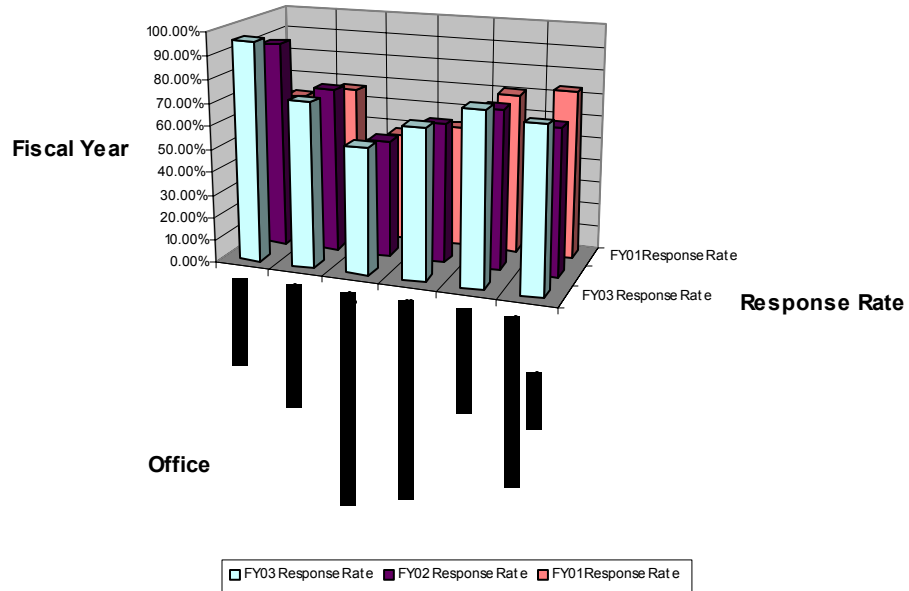
## Appendix C

**Table 2 : FREQUENCIES OF AGENCY SPECIFIC QUESTIONS**

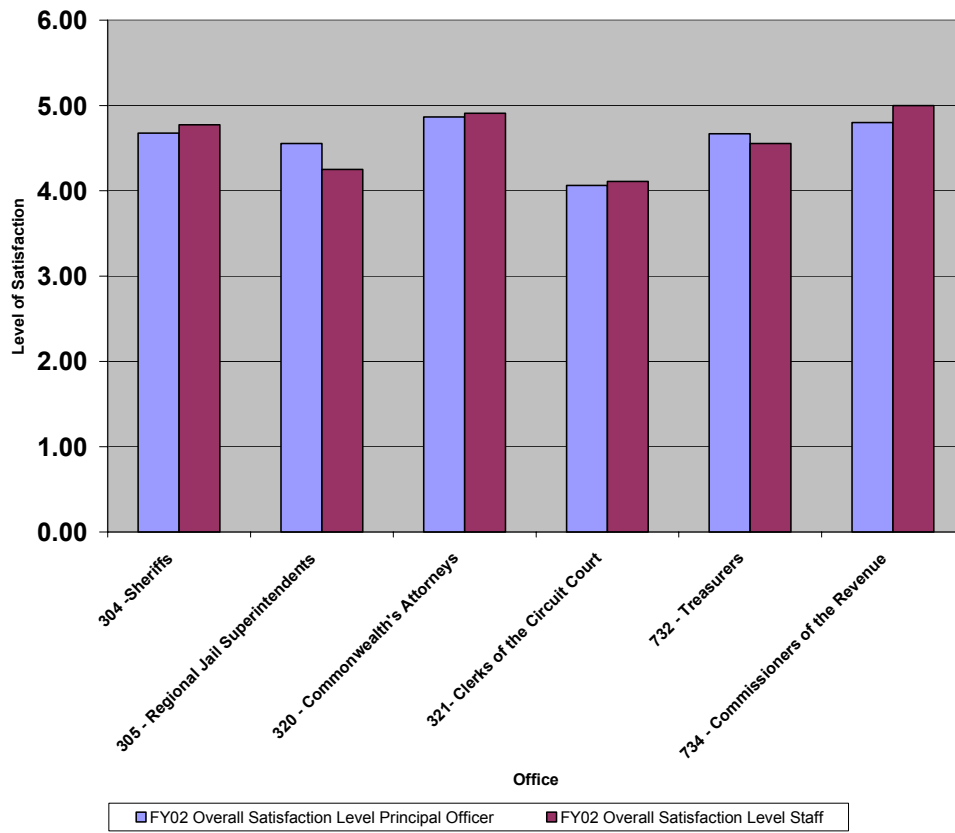
		<u>%</u>	<u>N</u>
<b>Commonwealth's Attorneys</b>			
D2 Has the Career Prosecutor Program	Yes	69.56	16
	No	30.45	07
<b>Clerks of the Circuit Court</b>			
D4 Implementation of Land Records Automated Plan	Yes	97.44	76
	No	2.56	2
D4b Reason for Delay of TTF			
Availability of Funds		91.67	11
Delay with Procurement		8.22	1
Lack of Information from Vendors		0.00	0
Other		0.00	0
<b>Regional Jail Superintendents</b>			
D4 Have the Master Officer Program	Yes	70.00	7
	No	30.00	3
D9 Had at least one LIDS Audit of the Jail	Yes	100.00	12
	No		0
<b>Sheriffs</b>			
D13 Have the Master Deputy Program	Yes	65.76	73
	No	34.23	38
D14 Operate a Local Jail Facility	Yes	43.59	51
	No	56.41	66

## Appendix D Charts

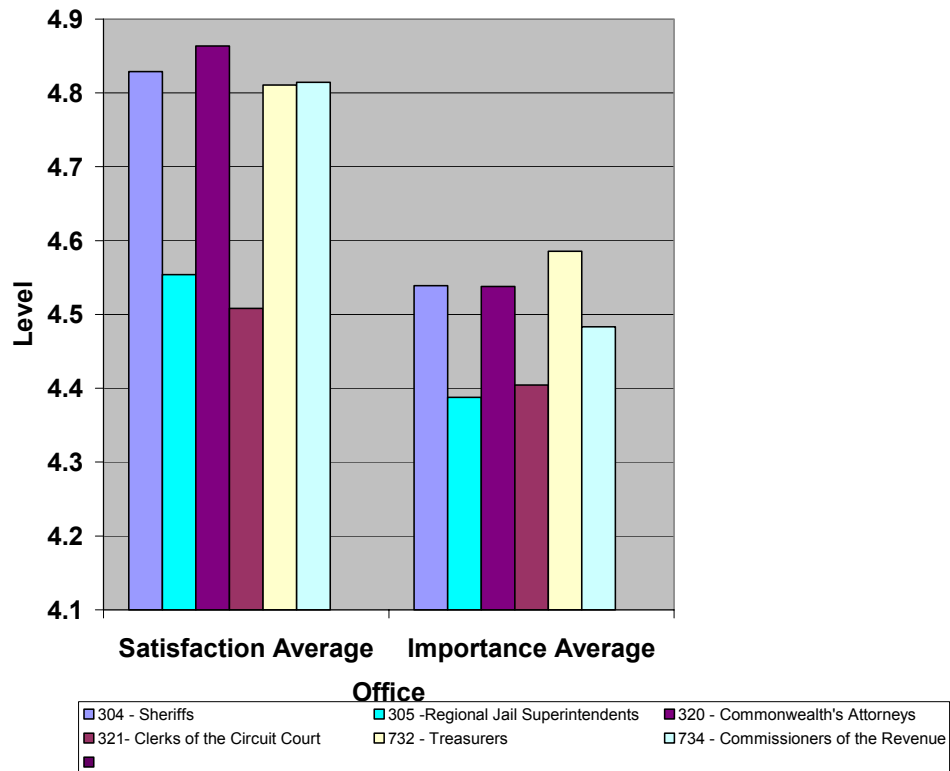
Chart 1-Response Rate by Office



**Chart 2 - Overall Satisfaction Level**



**Chart 3 Staff Interactions**



**Chart 4 Products**

